

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Commander's Policy on Charges for Outpatient Care Provided Foreign National Patients – 02-18.

1. Reference. AR 40-400, Patient Administration, 12 March 2001
2. It is important for reasons of good host nation relations and regulatory compliance that the below prescribed policy for charging Foreign National patients for outpatient care at Walter Reed Army Medical Center be understood by all clinic personnel and enforced consistently. This policy applies to clinics within Walter Reed Army Medical Center; outlying clinics under the Directorate of Primary Care and Community Medicine will establish their own procedure in conformance with this policy. This policy is effective immediately.
 - a. Certain foreign national patients (normally foreign military and their eligible family members) are authorized care at Walter Reed Army Medical Center (and all other Uniformed Services Medical Treatment Facilities) in accordance with paragraph 3-18 of AR 40-400. These patients must meet a number of criteria in order to be eligible, and must present approved identification (in the form of a DD Form 1173, Uniformed Services Identification and Privilege Card) or invitational travel orders when requesting care.
 - b. In view of the complexity of these regulatory requirements to charge some foreign patients while not charging others, clinic personnel must direct all foreign national patients (except emergencies) to the Treasurer's office, Room 2C01, prior to the patient receiving care in the clinic. A determination will be promptly made by the Treasurer's Office staff whether the patient is subject to outpatient visit charges. By virtue of his/her status, the patient's outpatient recording card/stamp plate will then be annotated "Pay Patient" or "Non-Pay Patient". (Non-Pay patients will not, subsequently, be required to go to the Treasurer's Office prior the patient's outpatient clinic visit; the clinic personnel/receptionist need only verify that the patient's recording card is so annotated). Thereafter, pay patients will report to the Treasurer's Office, pay in advance, be given a payment statement, and be immediately directed back to the clinic staff that the patient has indeed been processed by the Treasurer's Office and charged for the outpatient visit. If foreign national patients can not provide either a stamp plate annotated "Non-Pay Patients" or a payment statement, they must be directed (back) to the Treasurer's Office to obtain one or the other prior to receiving routine care in the clinic.

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c. Emergency Care: Patients requiring emergent care will be treated immediately. Clinic staff will call the treasurer's Office at (202) 782-6154 during duty hours or the Admissions Office at (202) 782-6139 during non duty hours to inform them of an emergency care foreign national patient in their clinic. A clerk will then be sent to that clinic to obtain the necessary patient information upon which to base a decision regarding the patient's pay status. The medical needs of the patient will always take priority over the administrative charging procedures.

d. After normal duty hours: The same procedure, as described in paragraph 2b above, will be followed, since the Treasurer's Office will be closed. The Admissions Office, Room 2D03, (782-6139) will either annotate the patient's recording card or provide a payment statement, as appropriate.

e. All personnel who make appointments will, at the time the foreign national patient is arranging the appointment, advise the Treasurer's Office to resolve the billing issue, and pick up his/her record at the Outpatient Records Room, if needed. (NOTE: If the patient indicates that the determination has already been made that he/she is a "Non Pay Patient", and possesses a patient recording card so annotated, the patient does not need to be referred to the Treasurer's Office). This should preclude the patient being delayed in seeing the physician at the appointed time.

3. Any questions pertaining to the eligibility or payment requirements of foreign national patients or any other category of patients should be addressed to the Treasurer, PAD at (202) 782-6154.

JONATHAN H. JAFFIN
COL, MC
Commanding

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